MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016/2017

BMH2034 – MANAGING HUMAN RESOURCE

(All sections / Groups)

19th OCTOBER 2016
9.00 AM – 11.00 AM
(2 Hours)

INSTRUCTION TO STUDENT

1. This Question paper consists of **TWO (2)** pages with **FIVE (5)** Questions only.

2. Attempt **FOUR (4)** out of **FIVE (5)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

(a) Effective human resource management has become more important in recent times. Define human resource management and explain **THREE (3)** distinct functions carried out by human resource managers.

(15 marks)

(b) Strategic plans are designed with the entire organization in mind and begin with an organization's mission. Identify **THREE (3)** levels of strategic planning and describe the function of each level.

(10 marks)

(Total: 25 marks)

QUESTION 2

(a) As the Training Manager of a multinational company, you have been asked to conduct a training program for a group of department managers on strategic planning.

If you had to choose between lecture and case studies method for developing the managers' strategic planning skills, which would you choose? Explain the reason for your choice.

(15 marks)

(b) Employers cannot always get all their employees they need from their current staff. Briefly explain **FIVE (5)** outside sources of candidates.

(10 marks)

(Total: 25 marks)

QUESTION 3

a) Job evaluation is a formal and systematic comparison of jobs to determine the worth of one job relative to another which shows the pay rate for the jobs. List and explain the **THREE (3)** methods of job evaluation. Compare the methods by giving **ONE (1)** advantage and **ONE (1)** disadvantage for each of the method of job evaluation.

(15 marks)

b) Define the meaning of career management. In a brief essay, discuss the roles and responsibilities of individual employee, manager, and organization in career management.

(10 marks)

(Total: 25 marks)

Continued....

QUESTION 4

(a) Equity theory states that people are strongly motivated to maintain a balance between what they perceive as their inputs or contributions and their rewards. If a person perceives an inequity, a tension or drive will develop in the person's mind and the person will be motivated to reduce or eliminate the tension and perceived inequity. Describe **FOUR (4)** forms of equity.

(12 marks)

(b) One observer argues that external equity should always be the primary concern in compensation, noting that it attracts the best employees and prevents the top performers from leaving. Do you agree? Justify your answer.

(13 marks)

(Total: 25 marks)

QUESTION 5

(a) An applicant falsification of resume could provide wrong information about his competencies to Human Resource Manager. Given this situation, explain how the background check on the applicant can be initiated? What would you do before conducting the background check and the implication if this initial step is not done?

(10 marks)

(b) In Japan, Ishikawa San is working in a sardine canning factory as a can tester for more than 20 years. His job is to knock on each can that travels on a conveyor with a drumstick. His job is to ensure the sardine cans are fully filled with tomatoes sauce. Any deviation of the cans changes the knocking sound frequency and he will reject the can which is not fully filled. To-date, no available technology can replace this traditional technique of can sound testing.

Due to his retirement soon, you are assigned to design a **motor ability** test for the potential candidates. Based on Ishikawa's case:

i. Explain what motor ability test is.

(2 marks)

ii. What are the items you need to prepare for conducting the interview?

(3 marks)

iii. Define reliability and validity of a test and how would you ensure the reliability and validity of the test for the candidate?

(10 marks)

(Total: 25 marks)

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